

#### January 2010

#### **Call Volume**

There were 38 callers from Kansas (see table & chart for daily call volume). This report includes only new callers to the Quitline during the period specified. Each caller is counted only once independent of the number of calls they actually placed. Consequently total call volume may be higher than indicated herein.

Primary Language	Callers	Percentage
English	38	100.0 %
Total:	38	100.0 %

Gender	Callers	Percentage
Female	16	42.1 %
Male	22	57.9 %
Total:	38	100.0 %



<sup>\*</sup>Gender is set to Missing for individuals calling in as "Other(examples: Drs. office, Teachers, Community Orgs)."

Average Age by Gender	Callers	Age in Yrs
Female	16	43.9
Male	22	39.4
Total:	38	41.4

Age by Group	Callers	Percentage
18-29	14	36.8 %
30-44	9	23.7 %
45-64	12	31.6 %
65 and over	3	7.9 %
Total:	38	100.0%



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Education Level	Callers	Percentage
Grades 6-8 (some Jr. High School)	1	2.6 %
Grades 9-11 (some High School)	3	7.9 %
High School Graduate or GED	13	34.2 %
Some College or Technical School	12	31.6 %
Technical/Trade School	3	7.9 %
College Graduate	5	13.2 %
Graduate School	1	2.6 %
Total:	38	100.0 %

Marital Status	Callers	Percentage
Single	16	42.1 %
Married	14	36.8 %
Divorced	7	18.4 %
Separated	1	2.6 %
Total:	38	100.0 %

Hispanic Ethnicity	Callers	Percentage
No	38	100.0 %
Total:	38	100.0 %

Race for Non-Hispanic Ethnicity	Callers	Percentage
White	34	89.5 %
Asian	1	2.6 %
Other	3	7.9 %
Total:	38	100.0 %

Race for Hispanic Ethnicity	Callers	Percentage
Total:		
Sexual Orientation	Callers	Percentage
Heterosexual or Straight	35	92.1 %
Bisexual	1	2.6 %
Lesbian	1	2.6 %
No Answer	1	2.6 %
Total:	38	100.0 %



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Do you have children under 18 in the home?	Callers	Percentage
Yes	12	31.6 %
No	26	68.4 %
Total:	38	100.0 %

How Many Children	Callers	Percentage
1	10	83.3 %
2	1	8.3 %
5	1	8.3 %
Total:	12	100.0 %

Rules in the Household	Callers	Percentage
Smoking is not allowed anywhere inside your home	17	44.7 %
Smoking is allowed in some areas or at some times	7	18.4 %
Smoking is allowed anywhere inside the home	5	13.2 %
There are no rules about smoking inside the home	9	23.7 %
Total:	38	100.0 %

Sad or Blue	Callers	Percentage
Yes	17	44.7 %
No	21	55.3 %
Total:	38	100.0 %

Income	Callers	Percentage
\$0 to \$14,999	13	34.2 %
\$15,000 to \$24,999	4	10.5 %
\$25,000 to \$34,999	4	10.5 %
\$35,000 to \$49,999	5	13.2 %
\$50,000 to \$74,999	2	5.3 %
Don't know/Not sure	8	21.1 %
Refused	2	5.3 %
Total:	38	100.0 %

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Limited Activity	Callers	Percentage
Yes	11	28.9 %
No	27	71.1 %
Total:	38	100.0 %

Did the cigarette tax increase affect your decision to quit?	Callers	Percentage
Yes	8	21.1 %
No	30	78.9 %
Total:	38	100.0 %

How Heard Ab	out Quitline		Callers	Percentage
Ads	Newspaper ad		2	5.3 %
	Radio Ad		2	5.3 %
	TV ad		5	13.2 %
		Subtotal:	9	23.7 %
Referrals	Doctor/Healthcare Provider		6	15.8 %
	Family/Friend		2	5.3 %
	Workplace		2	5.3 %
		Subtotal:	10	26.3 %
News	Newspaper story		1	2.6 %
	TV news story		4	10.5 %
		Subtotal:	5	13.2 %
Other*	Other		11	28.9 %
		Subtotal:	11	28.9 %
	Cigarette Pack (on/inside)		3	7.9 %
		Subtotal:	3	7.9 %
		Total:	38	100.0 %

<sup>\*</sup>Other: Represents all other available avenues for promoting as well as their success rates for the month and year. These responses are included in the table below.



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How Heard About Quitline (Other)	Callers	Percentage
Card From Colorado Health Dept	1	9.1 %
Don'T Know	1	9.1 %
Dr Oz Show	1	9.1 %
Health And Wellness Center	1	9.1 %
Indiana QI	1	9.1 %
Insurance Company	1	9.1 %
Khpa	1	9.1 %
Mcconnell Air Force Base	1	9.1 %
Ms. S. Brown Called To Give Info.	1	9.1 %
The Doctors Show	1	9.1 %
Your Pregnancy Week By Week	1	9.1 %
Total:	11	100.0 %



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Service Requested		Callers	Percentage
Personally Quitting Cigarettes	Counseling	14	36.8 %
	Counseling & Community Referral	5	13.2 %
	Self-Help	7	18.4 %
	Self-Help & Community Referral	2	5.3 %
	Info	5	13.2 %
	Subtotal:	33	86.8 %
Personally Quitting Smokeless	Counseling & Community Referral	1	2.6 %
	Subtotal:	1	2.6 %
Already Quit Cigarettes	Counseling	2	5.3 %
	Counseling & Community Referral	2	5.3 %
	Subtotal:	4	10.5 %
	Total:	38	100.0 %

Session Protocol		Callers	Percentage
4-Session Protocol	Counseling	8	40.0 %
	Counseling & Community Referral	3	15.0 %
	Subtotal:	11	55.0 %
5-Session Protocol	Counseling	6	30.0 %
	Counseling & Community Referral	3	15.0 %
	Subtotal:	9	45.0 %
	Total:	20	100.0 %

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Smoker Status	Average for Month	Average for Month
Tobacco Use	Cigarettes	Smokeless
Daily Tobacco Use (Cigarettes per Day)	17.2	9.0
Callers With Valid Response	31	1
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Previous Quits	Average for Month	
Tobacco Use	Cigarettes	Smokeless
Average Number of Quit Attempts	5.6	1.0
Callers with valid response	31	1

Tobacco Duration	Callers	Percentage
One to Five Years	3	8.8 %
Six to Ten Years	4	11.8 %
Greater Than Ten Years	27	79.4 %
Total:	34	100.0 %

Quit Attempt in Previous 12 Months	Callers	Percentage
Yes	16	47.1 %
No	18	52.9 %
Total:	34	100.0 %

Tobacco Use	Quitting Stage	Callers	Percentage
Cigarettes	Action	4	10.5 %
	Contemplation	28	73.7 %
	Did not provide sufficient information to establish stage	5	13.2 %
	Subtotal:	37	97.4 %
Smokeless	Contemplation	1	2.6 %
	Subtotal:	1	2.6 %
	Total:	38	100.0 %

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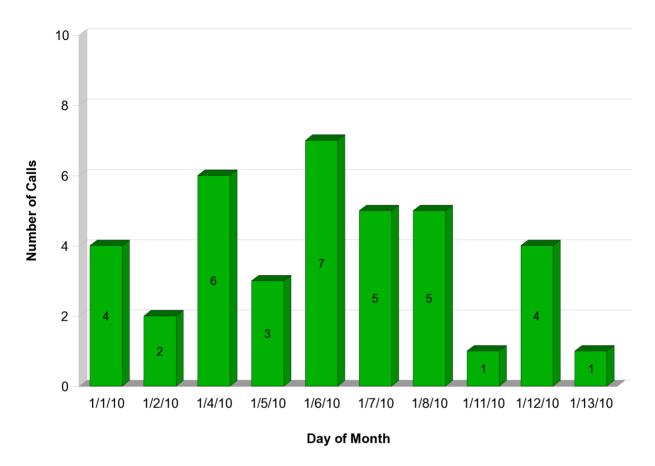
Cigarettes per Day	Callers	Percentage
4	1	3.2 %
5	3	9.7 %
6	1	3.2 %
8	2	6.5 %
10	7	22.6 %
17	1	3.2 %
20	9	29.0 %
25	1	3.2 %
30	4	12.9 %
40	2	6.5 %
Total:	31	100.0 %

Daily Call Volume	Callers	Percentage
1/1/10	4	10.5 %
1/2/10	2	5.3 %
1/4/10	6	15.8 %
1/5/10	3	7.9 %
1/6/10	7	18.4 %
1/7/10	5	13.2 %
1/8/10	5	13.2 %
1/11/10	1	2.6 %
1/12/10	4	10.5 %
1/13/10	1	2.6 %
Total:	38	100.0 %

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### **Daily Call Volume**





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Monthly Call Volume by County	Callers	Percentage
Butler	1	2.6 %
Cowley	2	5.3 %
Crawford	1	2.6 %
Edwards	1	2.6 %
Finney	1	2.6 %
Ford	2	5.3 %
Greenwood	1	2.6 %
Harvey	1	2.6 %
Labette	1	2.6 %
Leavenworth	1	2.6 %
Lyon	3	7.9 %
Miami	1	2.6 %
Montgomery	1	2.6 %
Nemaha	1	2.6 %
Neosho	3	7.9 %
Ottawa	1	2.6 %
Pottawatomie	1	2.6 %
Riley	1	2.6 %
Saline	1	2.6 %
Sedgwick	8	21.1 %
Shawnee	1	2.6 %
Thomas	1	2.6 %
Wallace	1	2.6 %
Washington	1	2.6 %
Wyandotte	1	2.6 %
Total:	38	100.0 %



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Age of Caller	Callers	Percentage	Cumulative %
21	4	10.5 %	10.5 %
22	2	5.3 %	15.8 %
23	3	7.9 %	23.7 %
24	1	2.6 %	26.3 %
25	2	5.3 %	31.6 %
27	2	5.3 %	36.8 %
30	1	2.6 %	39.5 %
31	1	2.6 %	42.1 %
33	1	2.6 %	44.7 %
36	3	7.9 %	52.6 %
37	2	5.3 %	57.9 %
42	1	2.6 %	60.5 %
46	1	2.6 %	63.2 %
47	1	2.6 %	65.8 %
48	2	5.3 %	71.1 %
49	1	2.6 %	73.7 %
50	2	5.3 %	78.9 %
52	1	2.6 %	81.6 %
54	2	5.3 %	86.8 %
55	1	2.6 %	89.5 %
64	1	2.6 %	92.1 %
67	1	2.6 %	94.7 %
71	1	2.6 %	97.4 %
72	1	2.6 %	100.0 %
Total:	38	100.0 %	



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Insurance Name	Callers	Percentage
Bcbs	2	8.7 %
Bcbs Of Ks	1	4.3 %
Bcbs Ppo	1	4.3 %
Blue Cross Blue Shield	4	17.4 %
Childrens Mercy	1	4.3 %
Coventry	1	4.3 %
Does Not Know	2	8.7 %
Everlasting	1	4.3 %
Medicaid	4	17.4 %
Medicare	2	8.7 %
Medicare And Mutual Of Omaha	1	4.3 %
Medicare/Tricare	1	4.3 %
Tricare	1	4.3 %
Unknown	1	4.3 %
Total:	23	100.0 %